

Fortrose Pre-School Limited Day Care of Children

Black Isle Leisure Centre
Deans Road
Fortrose
IV10 8TJ

Telephone: 01381 621622

Type of inspection: Unannounced
Inspection completed on: 27 October 2017

Service provided by:
Fortrose Pre-School Limited

Service provider number:
SP2003001789

Care service number:
CS2003008603

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was registered with the Care Inspectorate on 1 April 2011.

The service is registered to provide sessional daycare for up to 27 pre-school children aged three years and over. It operates morning and afternoon sessions on weekdays during the normal term-time. The centre operates from a community resource centre in Fortrose. The service is jointly managed by a parents/carers committee and Care and Learning Alliance, who take responsibility for staffing. It is supported by a Highland Council Early Years Educational Support officer.

The aim of the service is as follows: 'We aim to create a warm and stimulating environment where learning is fun. We promote an atmosphere where children's curiosity and awareness of their world can be cultivated and extended. Through play and exploration, we encourage children to grow in confidence, self-esteem and become independent learners. We believe every child is an individual who has needs that should be met in an atmosphere that celebrates diversity.'

We will do this by:

1. Being child-centred
2. Providing purposeful, well planned and challenging play
3. Delivering high quality Early Learning and Childcare following national and local advice and using National Care Standards (0-16)
4. Working in partnership with parents/carers
5. Working effectively with other professional agencies
6. Arranging appropriate professional development and training for all early years staff
7. Providing a range of outdoor learning experiences.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible, included."

What people told us

We observed children making choices when it came to play and learning. They were accessing toys and materials independently, making requests for specific stories (which were provided) choosing to play outside or inside and having general discussions with staff as to future activities.

We spoke to five parents who were dropping off their children or picking them up from the service. Comments included:

'My child loves attending the service and they are always coming home with something they have made or drawn. My daughter is much more confident since attending and she has learnt so much.'

"The staff are so welcoming and they always make time for you, if there was problem I would have no hesitation in raising it with them directly, they have so much fun and I love the outdoor area."

"The staff are very professional and welcoming and I am very happy with quality of service provided. We have lots of opportunities to stay or find out what is going on and my son is so proud of his learning folder."

"I am very confident that this service provides very high quality care for my child. The staff are very approachable and I feel able to raise any concerns with them. I particularly like the fact that the children get a lot of outdoor play in the wonderful garden area."

"My daughter loves going to the nursery. The staff are always happy to speak with you about your child and I am very happy with the level of care and attention given. I am particularly pleased with the smaller staff to child ratio compared with other local facilities and feel this helps support the children's learning and development further."

"There's plenty to do, my daughter is always exhausted which proves she's been kept busy! The staff are all very friendly and approachable. An excellent pre-school."

"My child has additional needs and they have all built a good bond with him now and were very understanding and patient with him."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We found that children and carers were warmly welcomed to the service and that members of staff made themselves available if parents wished to discuss any issues or events that had occurred over the previous evening.

Children were able to make choices when it came to play and activities as they were able to access toys and equipment independently, discuss the day's activities with staff, take part in compiling mind maps (participation tool) with other children and request when to go outside.

Staffing ratios were above minimum requirements and this allowed staff to spend more time with children on a one to one basis. We found that members of staff used a number of ways in which to support children and that these different approaches depended on the child's ability, confidence and maturity. Children were provided

with both physical and verbal support when required and more able children were challenged to investigate and explore independently. We found that warm and close relationships had been established and that children were constantly on the move, asking questions or chatting about their achievements.

We found that infection control procedures were in place and children as well as staff were observed washing their hands on a regular basis. Accidents/incidents were appropriately recorded and a satisfactory policy and procedure was in place for the storage, dispensation and safekeeping of prescribed medicines were in place.

A healthy lifestyle was promoted within the service and children had regular access to the outdoors and physical exercise.

A new manager had recently been appointed to the service and though they managed a number of services (peripatetic) an experienced and competent senior early years practitioner was present for all sessions.

We found that all policies and procedures had recently been reviewed and updated and that very good administrative systems were in place to support service delivery. The providers had a very good quality assurance system in place with specific staff carrying out quality assurance visits as well as staff being encouraged to review and self-assess practice on a regular basis. We found that the lay out of the room and home corner had been changed as result of conversations with the children and observation/self assessment.

What the service could do better

We found that the service provided a mixture of free and structured play both of which were beneficial to the children. Providing structured play such as story time after natural breaks rather than stopping children during intensive free play may provide children with a smoother transition from one activity to the other.

When providing arts and crafts for children the service should consider a range of activities for children or painting different objects rather than all children carrying out the same process which may not appeal to all of them.

Children had access to a large outdoor space which provided children with a number of different spaces that encouraged physical and imaginary play and learning experiences. This could be enhanced by adding to 'loose Parts' such as blocks of wood that encourages team-work, problem solving, construction and physical play.

We found that numeracy and literature was promoted within the main room and we would encourage that this reflected in the outdoor play area. By providing a mixture of natural materials that would encourage numeracy along with informing children of written words again may encourage speech and language development.

At the last inspection we found poor nappy changing facilities and there had been no improvement found during this inspection.

When discussing practice with members of staff we found that they lacked confidence and were unsure when it came to self-evaluation and the quality of care provided. We concluded that due to changes in management and committee members, time was spent getting to know managers and the evaluation of practice, supervision and keeping up to date with best practice was affected by these changes. We accept that weekly support and guidance was being provided by both the outgoing and present managers but we also understood how changes to management did undermine staff confidence. We were informed at this inspection that future changes to management were not expected in the foreseeable future.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
28 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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